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DoD Enterprise E-Mail

Enterprise User Target State

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"I can go anywhere in the DOD, login, and be productive."

"I never have to make up a username, because its always the same everywhere – NIPR & SIPR."

"My CAC works at any base I go to – I just put it in a DoD computer and get an account."

•Enterprise Identity

- Persona Username, Display Name & E-Mail Address (FY11)
- Enterprise Authentication and Access Control (FY11)

Enterprise User

•DoD Visitor

- Automatic account provisioning on any NIPR computer
- Being installed on all DoD domain controllers now
- NIPR (FY11) and SIPR (FY12)

"I can always be sure people can find me because there's just one place to enter my info."

"Wherever I am, I can get to my e-mail, files & content, use office apps and find people."

•Enterprise User Data

- Personnel Portal at DMDC (FY11)
- Enterprise Identity & Contact Data Synchronization (FY11)

•Basic Web Services

- E-Mail (FY11)
- SharePoint (FY12)
- Office Web Applications (FY12)
- Directory Services (GAL & White Pages) (FY12)
- File Storage Service (*MyStuff*) (FY12)
- Content Management Service (FY12)

Person versus Persona

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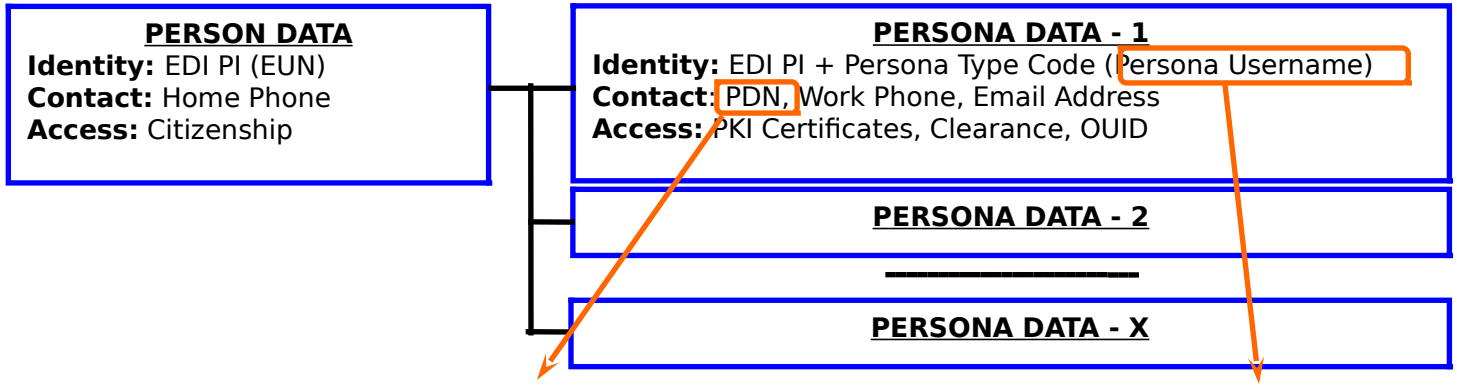
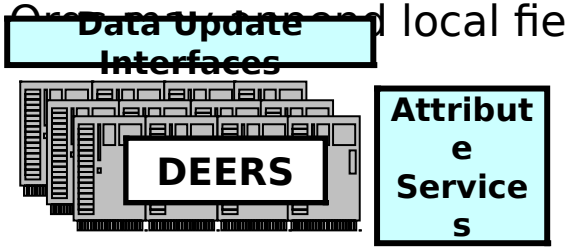

PERSON DATA
Identity: EDI PI (EUN)
Contact: Home Phone
Access: Citizenship
PERSONA DATA - 1
Identity: EDI PI + Persona Type Code (Persona Username)
Contact: PDN, Work Phone, Email Address
Access: PKI Certificates, Clearance, OUID
PERSONA DATA - 2
PERSONA DATA - X

"Smith, John E CAPT USN PACOM MIL (US)"

- DOD Persona Display Name (PDN)
  - Persona based
  - Changes as data changes
  - Data from DMDC
  - Implemented by DMDC in FY10
  - Mandatory when accounts with display names used (such as DCO, E-Mail)
  - Org, Type and local fields



"john.e.smith34.mil"

- DOD Persona Username (PUN) – (EUN) + Persona Extension
- Persona based
- Permanently assigned (assigned another if name changed)
- Data from DMDC
- Implemented by DMDC – Apr 10
- Seeded from AKO/DKO and NMCI
- Mandatory when accounts used
  - One account per Persona
- Access control will need to convert from Person-based to Persona-based

Identity & Access Control FY 11 Architecture*

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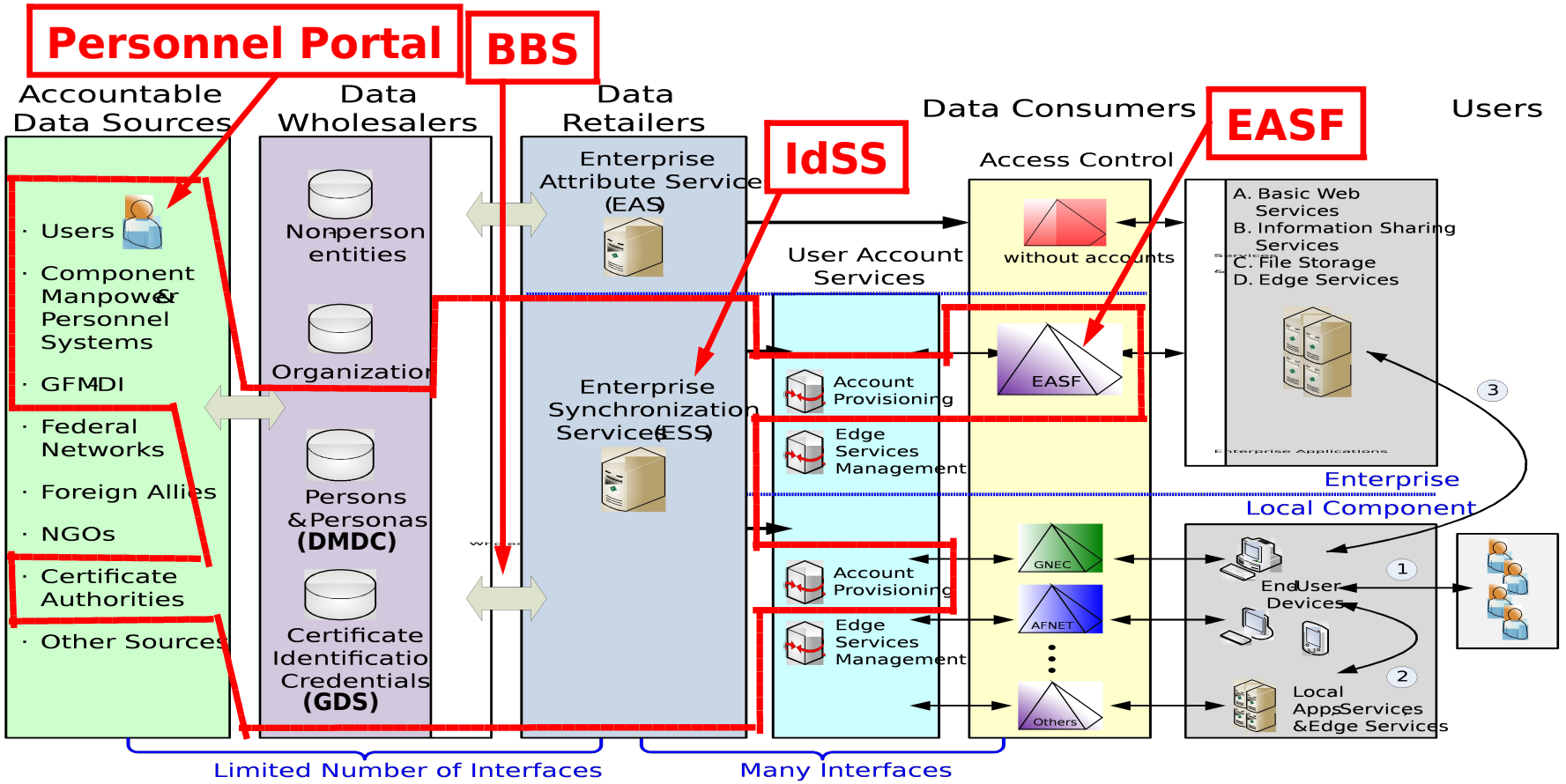

A. Basic Web Services: E-Mail, White Pages, Office Automation, etc
B. Information Sharing Services: Search, Collaboration, Wikis, Blogs, etc
C. File Storage: For Individuals and Organizations
D. Edge Services: Replication for disconnected operations

1. End User device access
2. Access to Local Application
3. Access to Enterprise Servi

* Architecture based on *Enterprise User Data Management Plan for Persons and Personas* (approved by DoD CIO, DMDC, & DISA)

← indicates Identity Synchronization, and Account Provisioning & Access Control components being implemented now;
other components in various stages of planning and/or implementation

Identity Synchronization Service (IdSS) – Near Term

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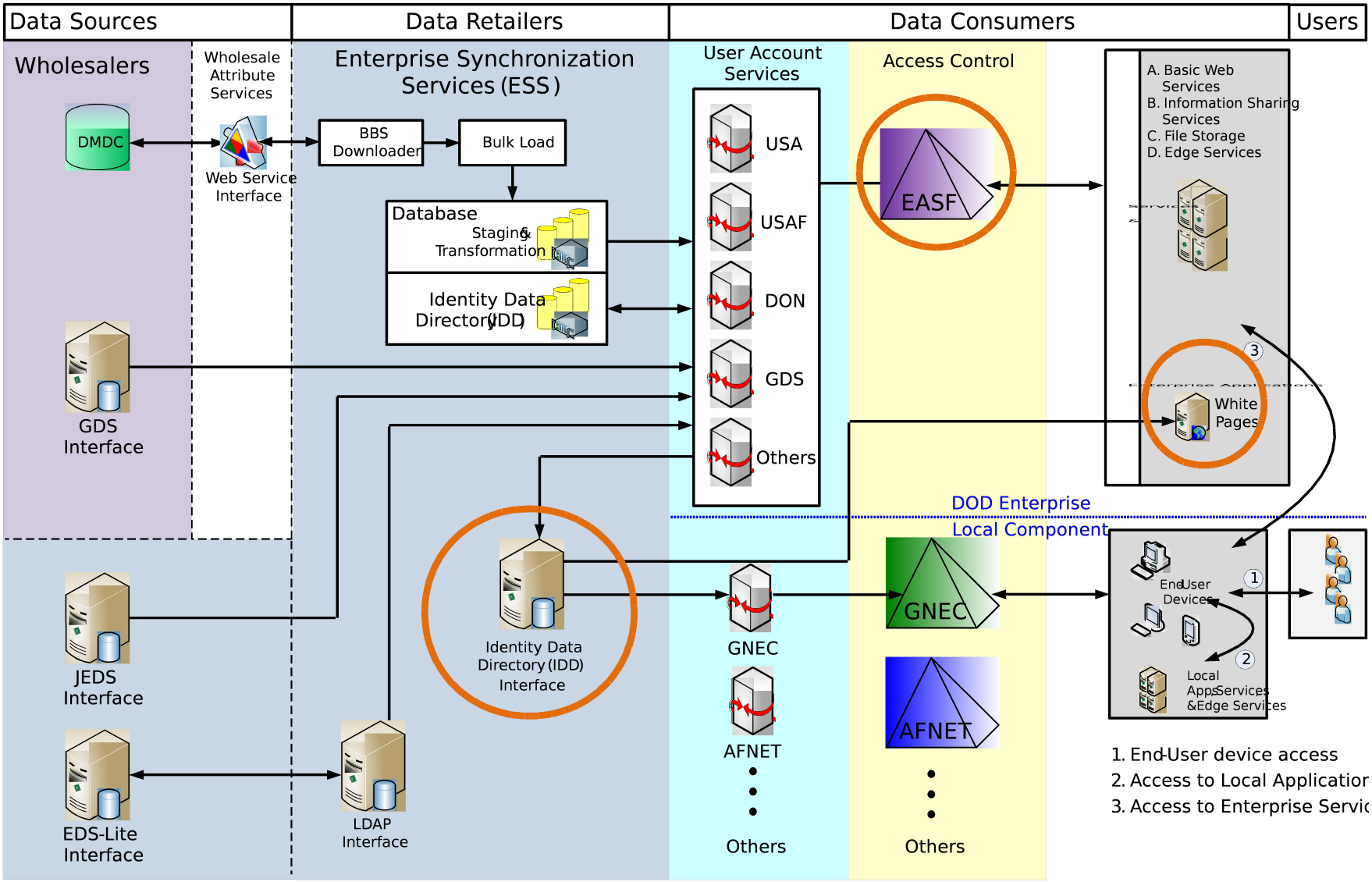
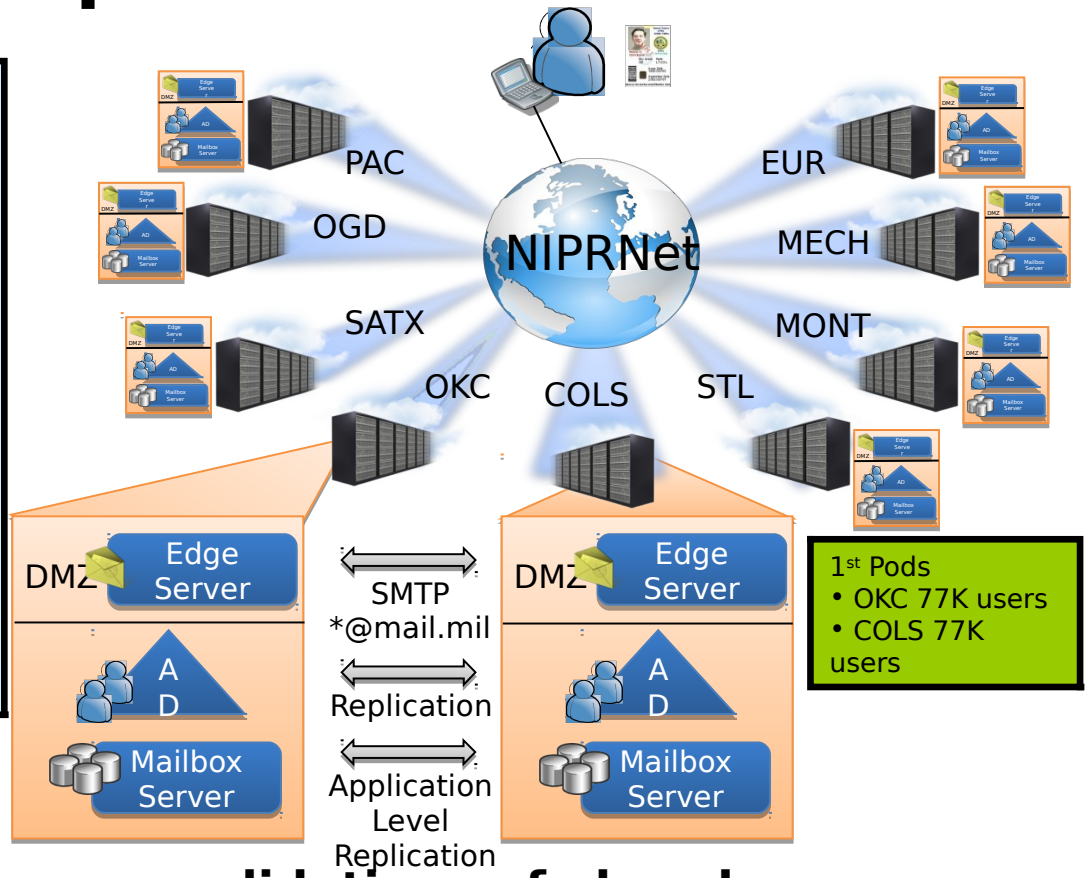


Enterprise E-Mail Service

- **DoD Enterprise Focus**
  - Enterprise Data & Scaling
  - US Army first
- **DISA Managed Service**
- DISA DECC Hosted
- Fully Redundant; Highly Available
- Globally Distributed
- 24 X 7 Operations
- **NIPRNet first, then**

Classes of Service

- Outlook Web Access (all users)
- Outlook (business class users)
- Blackberry Service (select users)



- **Initial implementations all are consolidations of already-purchased Microsoft capability**
  - This will be the largest Microsoft Exchange capability ever implemented (by about a factor of 4)
- **Microsoft made code changes to Exchange, Outlook, Vista, Windows 7, & Windows Server for direct Common Access Card (CAC) authentication (no Active Directory trusts required)**

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Service Offering

Customer Provides

- Tier 1 Helpdesk
- Windows Vista, Outlook 2007 with Microsoft DCR desktops or Windows 7, Outlook 2010 desktops
- Exchange Licenses
- Migration Support (Current)
- Handheld Devices and Client Access Licenses

DISA Provides

- Exchange (Outlook Anywhere and Outlook Web Access)
- Blackberry Support
- Winmobile, iPhone, Android, SMEPED Support (Future)
- Tier 2 and Tier 3 Helpdesk/Support
- Migration Support (Future)

Email Infrastructure

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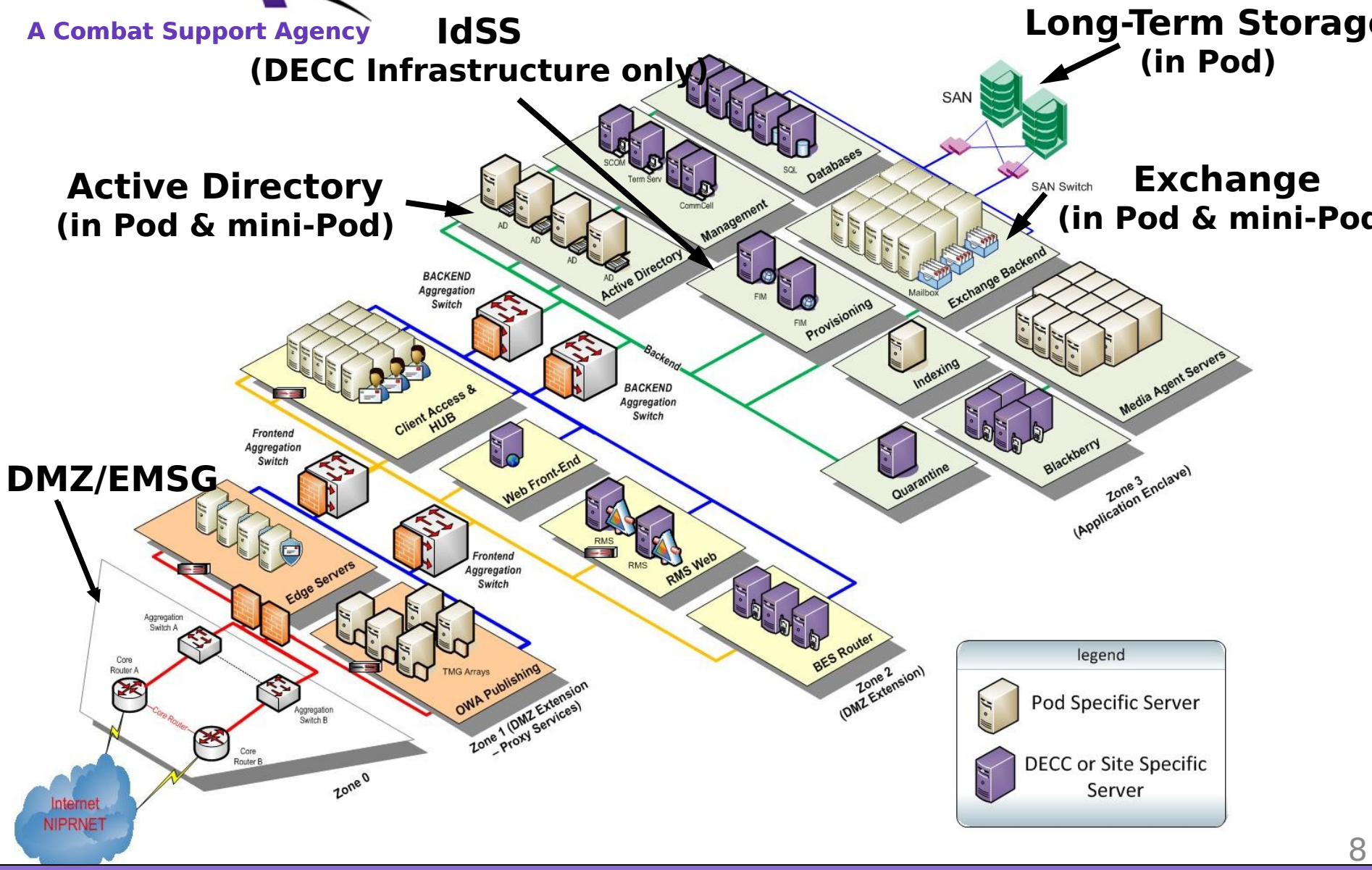

Modular, Scalable, Flexible, and Repeatable

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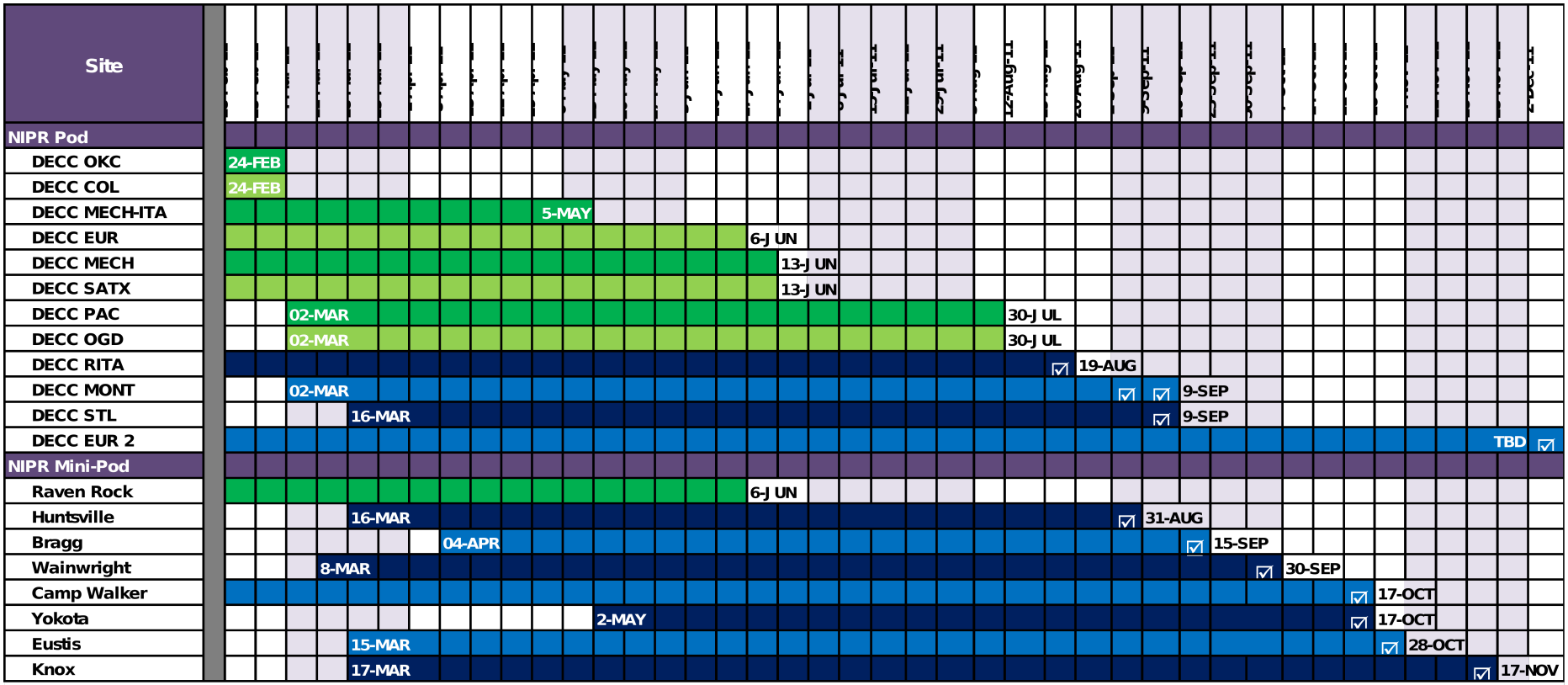
Deployment Progress



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Lessons Learned

- **Service Performance is a combination of Platform Performance, Network Performance, and Local Environment Performance.**
- **Troubleshooting is very complex and requires coordination between the various tiers of support.**
- **Local Desktop Configuration is just as important as any other part of the system.**

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Customer Management Executives

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Questions?

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